

6.9.1 Cardholder Training

In lieu of in-person, hands-on training for all cardholders (including head of household, ARs, and other designated cardholders), the State has requested and received a waiver from FNS, allowing mail-based training. The Contractor shall mail printed EBT training materials to authorized benefit users. The mailing will include a prescheduled appointment to report to a location designated by the county to receive and activate the EBT card and select a PIN number (see Section 6.8, Card Issuance and PIN Selection,).

Face-to-face training shall be provided on an as-needed basis. During conversion, the Contractor shall make face-to-face training available, at the time of card issuance, to any recipient who requests it or who is identified as having special needs (e.g. visually impaired, illiterate, seriously ill, elderly, mentally/emotionally disabled). At the appointment for card issuance and PIN selection, any recipient requesting additional training shall have the opportunity to receive hands-on instruction using demonstration POS equipment.

The Contractor's staff/trainers must have good interpersonal, communication and presentation skills. They must present themselves professionally and exhibit competence with large groups. The Contractor shall provide evidence, such as resumes or certifications, that the proposed trainers have appropriate experience.

The Contractor shall develop and submit a Recipient Training Plan that describes the scope and content of recipient training materials and plans for meeting the face-to-face training needs as they arise.

The Bidder should be aware that as a result of welfare reform efforts, a significant portion of the CalWORKs caseload is employed. The Bidder shall consider the need for flexible training hours in developing the Recipient Training Plan.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

6.9.2 Cardholder Training Materials

The Contractor shall develop and produce all training materials for cardholders. The Contractor shall provide draft and final versions of all training materials to the State for review and approval. The State must approve all training materials, in all languages required, in advance of production. For conversion activities, the Contractor shall produce enough printed training materials for the anticipated conversion caseload plus 20 percent. The Contractor shall be responsible for distributing training materials to designated county card issuance locations. Separate training materials will be developed for FSP only and FSP plus cash.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____